



High performance. Delivered.

Accenture Open Source Software Services:

Driving Enterprise Agility and High
Performance



"What we are seeing is the coming of age of open source for large corporate enterprises. Through both our research and our work with clients, we are seeing an increase in demand for open source based on quality, reliability and speed, not just cost savings."

Paul Daugherty, Chief Technology Architect, Accenture

Today the era of open source for mission-critical systems is solidly underway. Open source is proving itself as a driving force behind enterprise IT innovation, operational effectiveness and business value creation. Although cost control remains a factor for choosing open source, the potential for organizations to benefit from improved software quality, reliability, security and feature sets has led many decision makers to seriously commit to using open source in the enterprise.

Open source is now integral to business—a real alternative to proprietary software. With a strong foundation of underlying tools and technologies, open source has emerged as a compelling building block for robust, cost-effective enterprise applications and infrastructure. Along with the other benefits, time to market can be reduced and enterprise IT budgets can be more effectively deployed since open source lowers total cost of ownership (TCO).

With its flexibility to simplify the development, design and implementation of business-critical applications—from productivity-enhancing collaboration and information-based portals to high-powered industry-centered applications—open source has hit prime time.

When to Consider Open Source

What are optimal scenarios for considering open source in your IT landscape? Consider how open source might fit into your portfolio when:

- It is time to renew licenses for proprietary software, especially for application servers, databases, and operating systems
- Information technology must be restructured for technical reasons or as a result of pressure to lower IT spending
- There are mature open source products that meet the project requirements with no or little modifications

Accenture conducts formal opportunity assessments around the viability of open source to address common enterprise scenarios. And when a particular scenario proves promising, we can design, build and operate a custom solution based on open source.

Accenture Open Source Strategy and Delivery

Accenture has been involved in open source since open source's first serious forays into the enterprise in the late 1990s. In fact, Accenture has a 25-year track record with open systems.

Accenture is helping businesses and governments develop applications and infrastructure for the most complex, enterprise-class needs. Our clients enjoy the benefit of collaborating with highly knowledgeable and experienced Accenture business and IT professionals to leverage core Accenture assets, many of which are geared specifically to open source in an enterprise context. Accenture offers the following strategy and delivery services for open source:

Strategy

Opportunity Assessment for Open Source

A structured strategic roadmap to help clients determine the best way to meet business goals through the use of open source. Accenture conducts assessments of application portfolios, identifying opportunities for open source migration based on dimensions including financial benefit and technical strategy alignment. The outcome of the assessment helps Accenture recommend whether systems should be sustained as-is or migrated in whole or in part to an open source stack.

Governance for Open Source

Control and management of open source within an enterprise. Accenture provides assessment, definition and implementation of appropriate open source governance strategies, structures, processes and tools, including licensing considerations.



Delivery

Substitution and Migration

Approaches and assets to replace proprietary technologies with open source equivalents (as business need dictates), including planning and execution of migration of specific areas of middleware, such as service oriented architecture (SOA) to open source. In order to increase quality and flexibility, Accenture works with clients to execute their open source strategic plans—whether it is at the top of the stack with open source application substitution to more targeted solution component substitution such as at the operating system or database level. Accenture uses its suite of tools and accelerators in concert with low-cost migration and substitution delivery to rapidly realize open source benefits.

Infrastructure

Accenture's infrastructure services address key areas including open virtualization and operations. Our Next Generation Infrastructure (NGI) asset, for example, harnesses open source to provide industrialized, enterprise-wide data center operations for highly virtualized, automated and service-oriented data center management.

Portal and Business Intelligence

Speeds portal design and helps organizations to realize solid business intelligence outcomes, rich functionality, faster time to market and lower costs.

Content and Document Management

Supports the publishing and management of large information repositories, from the start to the finish of the enterprise information lifecycle. This allows the lifecycle to be automated through case management and human workflow.

Embedded and Mobile

Enables organizations to develop effective embedded product initiatives using mobile platforms, such as Nokia's Symbian and Google's Android. Open source also makes it possible to gain double-duty from productivity-enhancing

business applications by adapting these important applications, as needed, to employees' mobile devices.

Functional Open Source Applications

Brings the power of the open source community to the commoditized parts of the enterprise software space, from enterprise resource planning (ERP) to customer relationship management (CRM).

Integration and Custom Development

Open source custom development and maintenance services, including application design and development, application integration and more. Encompasses traditional languages such as Java as well as the new breed of dynamic languages such as Scala.

Accenture Open Source Assets

We support our open source services with numerous Accenture assets, including Accenture Foundation Platform for Java™, Open Source Governance Framework, Open Source Software Solution Stacks and Accenture Next Generation Infrastructure.

Accenture Foundation Platform for Java™

The Accenture Foundation Platform for Java™ is a rich and truly integrated collection of architecture services, standards, guidelines, frameworks and tools that is nearly completely built on open source and dramatically speeds the development of custom solutions by overcoming challenges such as unproven implementation approaches and frameworks. It achieves this by standardizing resources, helping to reduce IT costs and ultimately speeding up the development of software.

Open Source Governance Framework

Businesses and governments need to be aware of legal and operational complexities with open source and of how essential it is to maintain and

indemnify open source solutions on a regular basis. Accenture has strategic approaches, assets and effective practices to help define how open source software is selected, controlled and managed; including governance frameworks for diagnostics, management and implementation.

Open Source Solution Stacks

Pre-packaged architectures for distinct architecture domains and application styles. Examples include business intelligence, content management, databases, enterprise portals, infrastructure, middleware, operating systems, operations tooling, security, SOA integration, the cloud and other next-generation infrastructure. Our open source solution stacks help to accelerate project delivery and mitigate risk.

Accenture Next Generation Infrastructure (NGI)

In the data center, Accenture helps organizations analyze open source for relevance, viability, support, product lifecycle, needed capabilities and available tools for key tasks such as metering, billing, service catalogue and dynamic cloud infrastructure. Accenture can help businesses and governments develop NGI solutions that are supported by either open source or proprietary components.

Open Source and Cloud-based Computing

Accenture believes open source is poised to become a significant player in the software as a service (SaaS) and platform as a service (PaaS) markets. Open source is ideal for deploying on top of today's cloud infrastructure because combining open source and cloud-based computing delivers the dual benefit of cost-efficiency and rapid results.

Accenture Industry Solutions & Functional Assets

Accenture embeds open source in our industry and cloud-based computing solutions in areas such as business analytics, financial services and more. A few examples of our industry and functional assets include:

Accenture Public Service Platform

Public services aim to assist citizens with numerous tasks at the interfaces where the public sector and citizens interact. The standards-based platform helps governments to bring public services to citizens faster than ever using off-the-shelf solutions in combination with open source software. The platform speeds implementation, mitigates risk, reduces TCO and more.

Accenture Mobility Managed Services

Mobility Managed Services is a managed-service platform for clients to launch and scale vertical mobile offerings quickly on a variable cost, transaction model basis. This standards-based development platform, built on open source, offers dramatic reduction in complexity through modular design, pre-integration with network operators, device manufacturers, business partners and application developers. Our managed service platform supports global, cross-border commerce.



Why Accenture

Accenture provides extensive resources to deliver value to clients seeking to achieve high performance through open source.

We have an unparalleled capacity to innovate and execute on the promise of open source. Accenture makes the most of its wide-ranging resources including the Accenture Innovation Center for Open Source, the Accenture Global Delivery Network, Accenture Delivery Methods and our client focused open source vendor ecosystem.

The Accenture Innovation Center for Open Source, based in Bangalore, India, captures our innovation, skills, solutions, and vendor network to show clients how open source solutions—assessed and tested by the center—can work in simulated environments. We hold onsite workshops to help our clients imagine and develop innovative solutions to business problems using open source technologies, and to provide thought leadership that helps business and IT executives strategically assess the potential for open source-based IT evolution and, in some cases, revolution.

The Accenture Global Delivery Network emphasizes industry-focused solutions, and addresses complex implementation and integration challenges. It encompasses more than 122,000 global delivery resources across the globe—at more than 50 centers worldwide. The network helps with cost control on solution design, development and implementation and harnesses the skills, experience and expertise of more than 6,000 open source professionals and more than 37,000 Java professionals.

Accenture Delivery Methods provide a comprehensive framework to guide our global multidisciplinary teams on how best to achieve our clients' business goals. Our proprietary delivery methods help to reduce cost, increase productivity, improve quality and consistency of delivery, ensure predictability and timeliness, reduce risk and increase the number of opportunities for process and technology reuse.

As the largest vendor-neutral systems integrator worldwide, Accenture collaborates with a growing ecosystem of open source vendors—including Alfresco Software, Black Duck™, Canonical, EnterpriseDB, Infobright, Ingres, Jaspersoft, Liferay, MuleSoft®, Novell, OpenLogic, Oracle Corp., Pentaho Corp., SpringSource, Red Hat, and Talend —whose technologies are integral to client success, from robust open source software development to compelling enterprise innovation and cost management.

Client Successes

Accenture has proven skill, knowledge and experience at helping organizations realize high performance with significant enterprise-class open source implementations at major clients such as IT service provider DB Systel GmbH, airline giant KLM Royal Dutch Airlines and mobile operator T-Mobile Czech Republic.



DB Systel

DB Systel GmbH is one of the leading information and communications technology service providers in Germany and a subsidiary of Deutsche Bahn AG, the largest German railway enterprise. The company needed to consolidate and streamline its application development environment to better support its international freight rail business. To accelerate IT application development, DB Systel selected Accenture to build a plug-and-play, open source application architecture based on automated delivery tools and reusable components.

The result? The development of any Java-based Web application can be accommodated. Together, Accenture and DB Systel are co-sourcing the "Solution Center Rail" that designs, implements and supports all applications for DB Schenker Rail, a Deutsche Bahn subsidiary, using the latest open source technologies—including Red Hat's JBoss, SpringSource's Hibernate and Spring Framework.

Large Global Retailer

A large retailer, one of the world's leading companies, managed and operated their business critical applications using an impressive commercial-scale installed base of proprietary software ranging from Unix Operating Systems, middleware and application servers. Working with Accenture, the retailer developed a detailed business case to determine the cost savings that could be achieved by migrating from proprietary software and substituting it with an open source equivalent—a highly complex substitution.

Accenture leveraged its Application Modernization assets and one-to-many delivery model to migrate over 3600-plus applications within a span of nine months for their 8000-plus global retail stores. Ultimately, the client estimates it will realize millions of dollars in savings in annual software licenses and hardware costs alone, and be better able to virtualize and consolidate smaller stores to further reduce operating costs.

KLM Royal Dutch Airlines

KLM Royal Dutch Airlines (KLM) is a giant among airlines and is part of the world's largest airline group by total operating revenues. The airline determined that it needed to reduce costs related to software assets, web-based application development and IT maintenance.

KLM collaborated with Accenture on an open source-based IT program that used open source software to cut costs for infrastructure, hardware, and software, leveraging open source to take advantage of opportunities at business application, application server and operating-system levels. As an example, Accenture and KLM implemented Alfresco, an open source content management system, and constructed it on a foundation of Red Hat application servers.

This implementation took five months to complete and reached more than 30,000 employees. What is more, KLM and Accenture developed and launched a new release of the KLM WebFarm, a platform for hosting business-critical web applications. Finally, Accenture and KLM released an open source-based e-learning platform for KLM employees. The e-learning initiative harnessed a common Linux foundation, improving synergies, reducing costs of hosting both customer and off-the-shelf enterprise applications and middleware, and driving high performance.

T-Mobile Czech Republic

T-Mobile Czech Republic is the largest mobile phone operator in the Czech Republic. With the goal of reducing the high cost of maintaining multiple servers and technologies, the company asked Accenture to assess all of its existing internal and external web presentations and portals and define a new architecture to standardize all portals on a single platform.

Accenture designed the overall system architecture and developed a standardized integration path that would combine new and existing portals with the T-Mobile

master portal site. The T-Mobile Czech Republic and Accenture project team used LifeRay, an open source-based portal, because it provided the lowest TCO and the greatest integration flexibility. The team also leveraged Alfresco, an open source content management system, for use by all front-end applications. This allowed content to be reused and thousands of articles in the company's document repository to be shared.

T-Mobile Czech Republic's new open source portal-based website presents information, new products and services in an easily navigable format, while seamlessly integrating more than 100 of the company's key custom-built web applications. Today, it is easier than ever to alter any application without significant investments in software development. T-Mobile Czech Republic's robust portal platform manages up to 800,000 pages a day and 60,000 users every hour. The open, standards-based architecture supports new services such as portal personalization, unified site search, customer call center intranet pages and rapid product development and introduction. T-Mobile Czech Republic's choices enable the company to ease integration and provide attractive features for customers, while improving sales and customer service, maintaining a lower TCO and driving high performance.

"We realized that with open source software we could develop new Web functionality in an accelerated, streamlined manner, while reducing ongoing maintenance costs."

Radek Moc, Vice President, Service Development at T-Mobile Czech Republic.



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For more information

To find out more about Accenture and open source, please contact:

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About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 244,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$25.5 billion for the fiscal year ended Aug. 31, 2011. Its home page is www.accenture.com.

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